

# **0800 - Labor Department**

## **Interim Progress Report**

### **for the reporting period July 1, 2003 - December 31, 2003**

#### **Section I. Agency Update and Assessment**

**1. Emerging Issues at the Federal (National) or State level affecting the agency.**

As with all other agencies receiving general revenue or federal funds, our primary concern is sustained funding. We make it a priority to constantly monitor actions or events on both the national and state level that could result in reductions in funding that may affect any of our agency programs.

**2. Status of any new initiatives funded from General Revenue or General Improvement funds in the 2003 Legislative Sessions and other changes made through General Legislation.**

We have no new initiatives or legislative changes being implemented at this time.

**3. Discuss significant factors internal and external to the agency affecting agency performance.**

External - Each year when the agency reapplies for the federal OSHA Consultation Grant, federal OSHA redefines program goals and objectives and may change priorities and targeted industries. Our program must then comply with those changes and federal mandates, thus resulting in the need to modify some of our performance standards and monitoring procedures in order to accurately track overall performance. Internal - Although the agency feels it is adequately tracking most performance data, we are somewhat unsure how reliable some of the manual tracking is. We are still working on developing and modifying databases to more accurately capture this data.

**4. Provide comments on the usefulness and reliability of performance measures.**

We feel that the established performance measures are very useful in not only monitoring current performance of the agency, but to provide significant information to development new initiatives and make necessary changes that will improve or enhance current services and enforcement strategies. With respect to reliability, there are some measures that still require manual "hand-counts" to get the results, and some that need to be more accurately defined in order for results to be better tracked.

**5. Discuss significant uses of line item flexibility in this report period (agencies operating under Performance-Based Appropriations only).**

Not applicable at this time.

**Program 1:** Occupational Safety and Health Program**Goal 1:** Improve workplace safety and health in Arkansas**Objective 1:** Reduce the number of occupational fatalities, injuries and illnesses in Arkansas' workforce

<u>Measure Number</u>	<u>Performance Indicators</u>	<u>Annual Target</u>	<u>Actual YTD</u>	<u>Comments</u>
1	Number of OSHA consultation visits or interventions in targeted high hazard industries	154	277	Based on results reported for FY2003, the agency has recommended this target be raised to 250 for FY2005.
2	Number of injuries and illnesses reported in targeted high hazard industries. Baseline is 1999 calendar year BLS survey. Logging (SIC 241): 149 Nursing homes (SIC 805): 575 Construction (SIC 15): 239 Amputation injuries 87	-3%	Undertermined at this time	The survey that collects this data is done on the federal fiscal year basis, therefore, no interim data is available
3	Number (%) of consultation services provided to public and private employers who request services. (777 requests received in FY 01).	100%	92%	Due to a federal requirement that each OSHA consultant maintain a backlog of requests, OSHA will never at any one time provide services at a level of 100%. The agency has requested that this measure be reduced to 90% for FY2005.
4	Number of participants in OSHA's Safety & Health Awareness & Recognition Program (SHARP). (Baseline is 2 for FY01)	4	7	
5	Number of focused training and education seminars or classes.	74	38	This figure represents 51% of targeted total for the year. The agency should meet or exceed this target by year-end.
6	Response rate on injury and illness surveys.	85%	92%	

**Comments on performance matters related to Objective 1:**

**Program 2: Labor Standards**

**Goal 1:** Promote and protect the economic security of workers and their families through the administration and enforcement of Arkansas' laws relating to labor standards

**Objective 1:** Ensure compliance with state's wage and hour laws and child labor laws, and improve dispute resolution services

<u>Measure Number</u>	<u>Performance Indicators</u>	<u>Annual Target</u>	<u>Actual YTD</u>	<u>Comments</u>
1	% of violators during past 5 years inspected.	85%	94%	
2	% of complaints with investigation initiated in less than 30 days.	85%	90%	
3	% of wage claims investigations completed within 60 days.	78%	89%	
4	% of hearings scheduled within 30 days of receipt of request.	85%	100%	
5	Maintain a response rate of 65% from targeted contractors on wage surveys.	65%	58%	This survey is scheduled to be completed on January 31, 2004. The agency expects to meet or exceed the annual target when completed.
6	Provide mediation assistance and compliance training on 100% of requests.	100%	100%	
7	Number of annual training sessions.	10	6	This figure represents 60% of targeted total. The agency expects to meet or exceed the target by year-end.

**Comments on performance matters related to Objective 1:**

**Program 3: Code Enforcement (Public Safety)**

**Goal 1:** Improve public safety with respect to operation and use of devices and functions regulated by the agency

**Objective 1:** Minimize accidents, injuries and fatalities resulting from improper construction, installation, operation or use, and repair of devices or functions regulated by the agency

**Measure**

<u>Measure Number</u>	<u>Performance Indicators</u>	<u>Annual Target</u>	<u>Actual YTD</u>	<u>Comments</u>
1	Compliance inspections conducted at 100% of reported amusement rides and attractions.	100%	100%	
2	Conduct or verify compliance inspections within 60 days of due date on boilers and elevators.	86%	90%	
3	Ensure that 95% of cited safety violations are corrected within 60 days of inspection.	95%	82%	This measure includes Boiler, Amusement ride, and Elevator statistics. SEE COMMENTS
4	Issue permits and licenses within 2 working days of receipt of a technically qualifying application	97%	95%	To accommodate a large customer, the Boiler Division processes approximately 600 applications for license renewals for this one customer once a year resulting in 93% of applications being processed within two working days. If these applications had been omitted from the tabulations, the target result would have been met.

**Comments on performance matters related to Objective 1:**

Measure 3.) Ninety-eight percent (98%) of boiler violations were corrected. However, only 65% of amusement ride violation corrections could be verified for this time frame due to the mobility of this industry and the limited number of certified inspectors to conduct inspections. A new program to track this information for elevators has been implemented, but only since October 2003, therefore it was not included in this report.

**Program 4: Administrative Services**

**Goal 1:** Ensure responsible administration of the agency's human, financial, material and technological resources

**Objective 1:** Provide support and resources necessary to ensure that department programs are able to meet their objectives and performance targets

<u>Measure Number</u>	<u>Performance Indicators</u>	<u>Annual Target</u>	<u>Actual YTD</u>	<u>Comments</u>
1	Number of prior year state or federal audit findings repeated in subsequent audit.	less than 4	0	
2	Percent of agency performance measures met.	92%	71%	
3	Percent of agency Administration budget to total agency budget.	less than 20%	13%	
4	Percent of agency Administrative positions to total positions	less than 20%	18%	
5	Percent of agency Information Technology budget to total agency budget	less than 5%	8%	The actual IT expenditures slightly exceed the target because the majority of these expenditures were incurred in the 4th quarter of the 2003 Federal Grant Fiscal Year ending September 30, 2003. We anticipate meeting target by year-end

**Comments on performance matters related to Objective 1:**